

JP Online – new security measures

On Monday 3 July, important security updates will be introduced to JP Online.

These include the introduction of two-factor authentication, CAPTCHA and account timeout features.

These enhancements will affect the way you next log in to JP Online, and change how you log in when you have entered an incorrect password.

Two-factor authentication

When you next log in to JP Online, you will be prompted to enable two-factor authentication by resetting your password. We encourage you to log in as soon as possible after 3 July.

Please see below a step-by-step guide on how to reset your password.

Step 1: go to log in to page

Go to the JP Online log in page.

Enter your username and current password.

Click **Log in**.

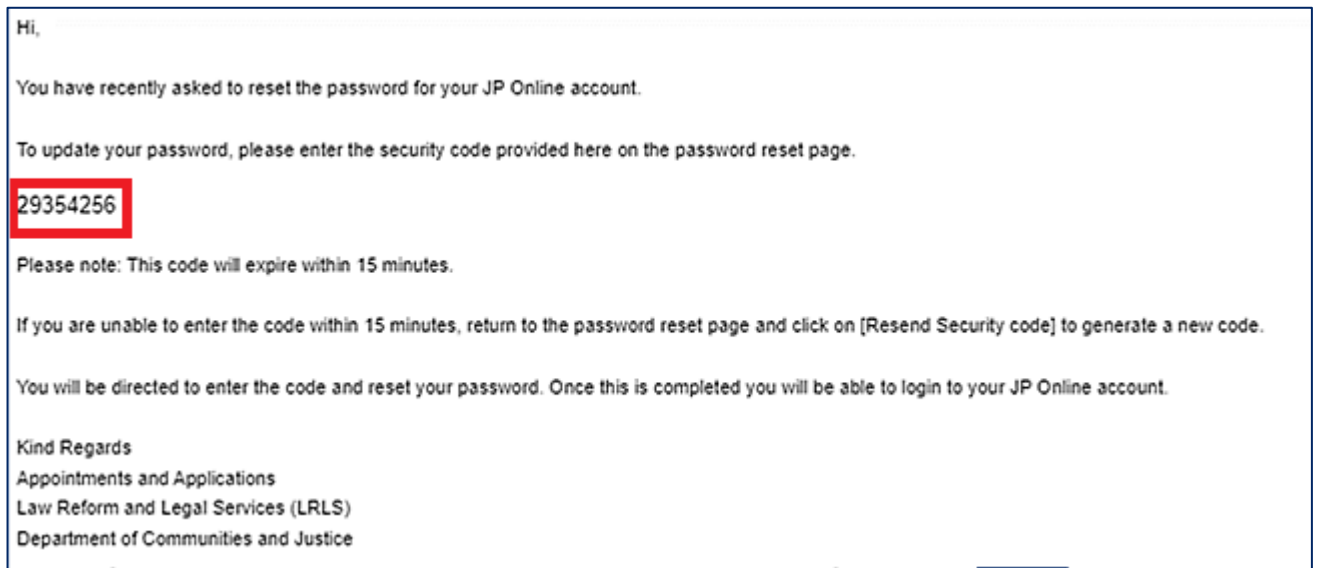


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Step 2: retrieve security code

A unique verification code will be sent to your registered email address.

Copy or write down the code that was sent to you via email. (Do not close the JP Online log in page.)

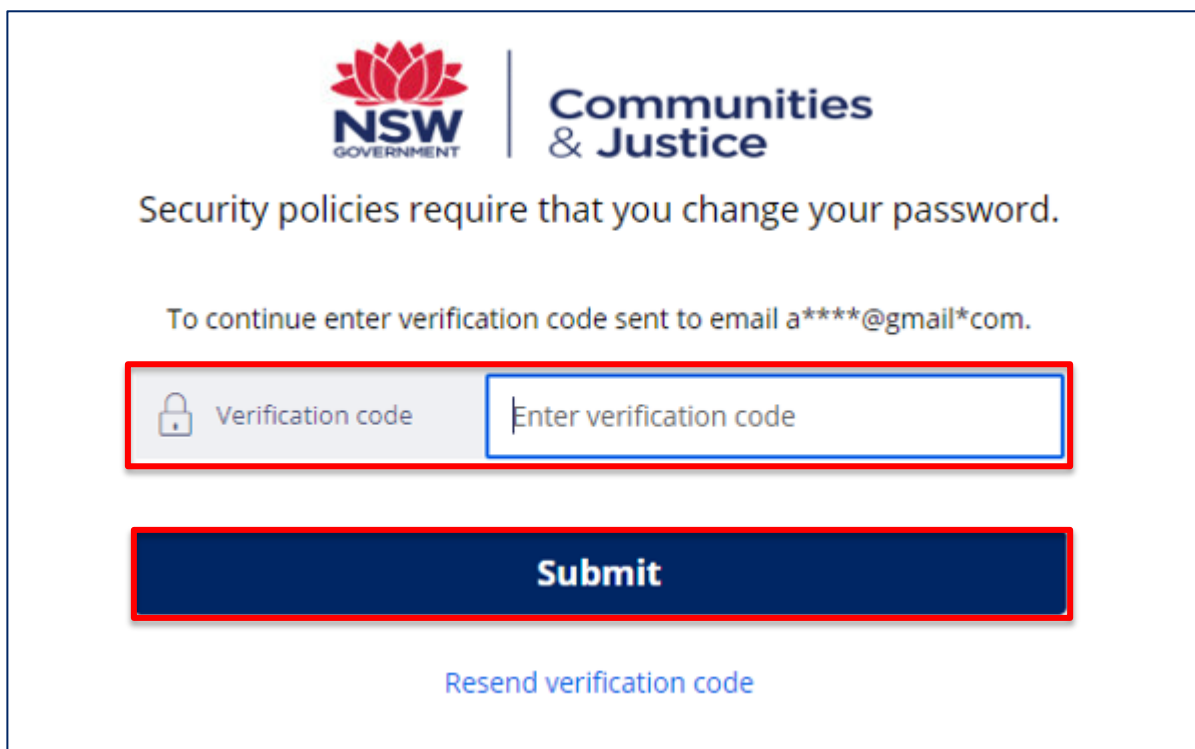



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Step 3: enter the security code

Return to the JP Online log in page and enter the code in the verification code field.


Click **Submit**.



 | **Communities
& Justice**

Security policies require that you change your password.

To continue enter verification code sent to email a****@gmail*.com.

 Verification code

Submit

[Resend verification code](#)

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Step 4: create a new password

You will now be prompted to create a new password for your JP Online account. Enter the new password in the **New Password** field.

Make sure you follow the password requirements. Passwords for JP Online require at least:

- 10 characters
- 1 lowercase character
- 1 uppercase character
- 1 numerical character (1, 2, 3, 4, 5, 6, 7, 8 9)
- 1 special character (!@#\$%^)

Re-type the new password in the **Confirm Password** field.

Click **Change Password**.



The screenshot shows the password change interface for the NSW Government Communities & Justice department. At the top left is the NSW Government logo, and to its right is the text 'Communities & Justice'. Below the logos, the text reads: 'Security policies require that you change your password.' This is followed by a note: 'Security policies require that you change your password. Note: The password must be at least 10 characters long and include at least 2 alphabetical [a-z A-Z] (1 lowercase [a-z] and 1 uppercase [A-Z]) character(s), 1 numeric [0-9] character(s) and 1 special character(s).' Below the note are two password input fields: 'New Password' and 'Confirm Password', both with a lock icon and an asterisk. At the bottom of the form is a large blue button with the text 'Change Password'.

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Step 5: password change successful

Provided you have met the password requirements and the new passwords entered match, the following screen will appear confirming that you have successfully changed your password.

You can then click **Continue to login** to access JP Online.



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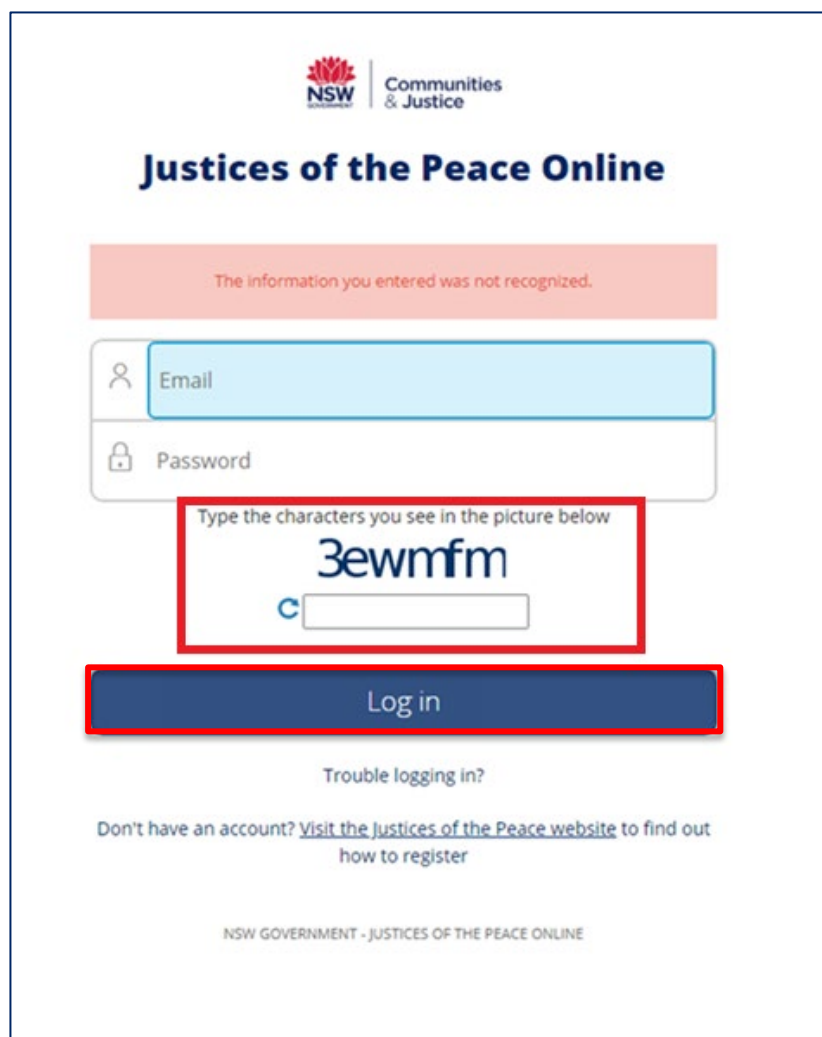
CAPTCHA and account timeout

If you enter an incorrect password when you next attempt to log in to JP Online, you will be prompted to enter a CAPTCHA. This is a randomly generated sequence of letters and numbers that will appear on screen.

After four incorrect password attempts, your account will lock for 30 minutes. You must wait for this time to pass before you can attempt to log in again or reset your password.

CAPTCHA

Below is an example of what a CAPTCHA will look like. Copy the sequence of characters and numbers in the field directly below after entering your email and password. Then, click **Log in**.



The screenshot shows the login interface for 'Justices of the Peace Online'. At the top, there is a red error message: 'The information you entered was not recognized.' Below this are input fields for 'Email' and 'Password'. A CAPTCHA challenge is presented, asking the user to 'Type the characters you see in the picture below'. The image shows the characters '3ewmfm' and a small blue 'c' next to an empty input box. A 'Log in' button is highlighted with a red border. Below the button are links for 'Trouble logging in?' and 'Don't have an account? Visit the Justices of the Peace website to find out how to register'. At the bottom, it says 'NSW GOVERNMENT - JUSTICES OF THE PEACE ONLINE'.

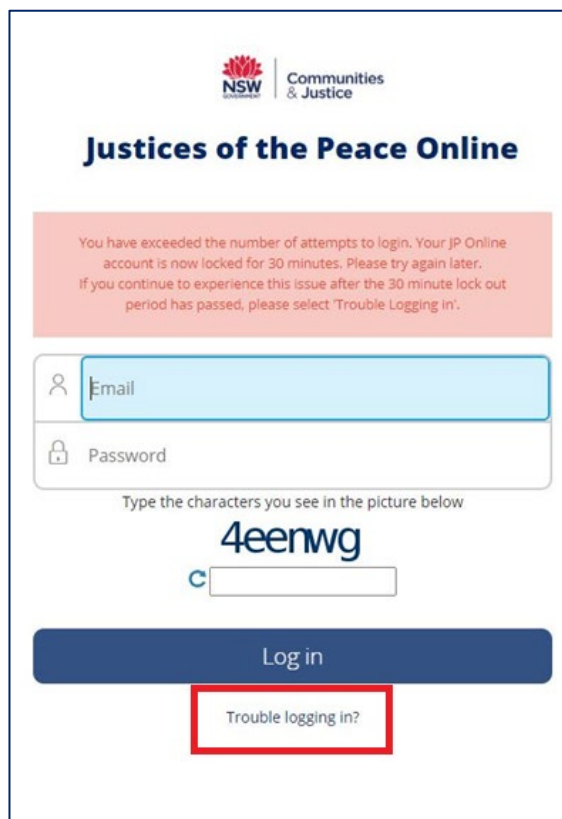
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Account timeout

After four repeated incorrect login attempts, your account will lock for 30 minutes. (See pictured below in red.)

You must wait for this time to pass before you can attempt to log in again or reset your password.

To reset your password, click **Trouble logging in?** You can also refer to the [Trouble logging in guide](#)



The screenshot shows the login page for 'Justices of the Peace Online'. At the top, there is a red banner with the following text: 'You have exceeded the number of attempts to login. Your JP Online account is now locked for 30 minutes. Please try again later. If you continue to experience this issue after the 30 minute lock out period has passed, please select 'Trouble Logging in'.' Below the banner are input fields for 'Email' and 'Password'. A CAPTCHA challenge is displayed with the text 'Type the characters you see in the picture below' and the image '4eenwg'. Below the CAPTCHA is a 'Log in' button and a 'Trouble logging in?' link, which is highlighted with a red box.

Additional support

For additional support, please contact the Appointments and Applications team.

- Email jp@dcj.nsw.gov.au
- Call the JP Infoline on 02 8688 0500 (8.30am-11.30am and 1.30pm-3.30pm, Monday to Friday)